



April 27, 2007





# Unemployment Insurance

## Monetary Determination Web Application Process

Dennis Schwartz

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### Team Leader:

Dennis Schwartz, IWD

### Team Members:

LeLoie Dutemple, IWD, UI (sponsor)

Vicki Ramirez, IWD, UI

Brenda Tart, IWD, UI Workforce Center

Jill Borgeson, IWD, UISC

Connie Dykstra, IWD, UISC

Jennifer Vogt, IWD, UISC, AFSCME



# Unemployment Insurance

## Monetary Determination Web Application Process

Dennis Schwartz

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Arlene Franks, IWD, UISC

Chuks Nwizu, IWD, IT

Todd McGee, IWD, Business Marketing

Cheri Klyn, Vermeer Mfg., Pella

R.J. Hellstern, IWD, IT (sponsor)

Mike Rohlf, DOM

Consultant:

John Helbling, Alliant Energy



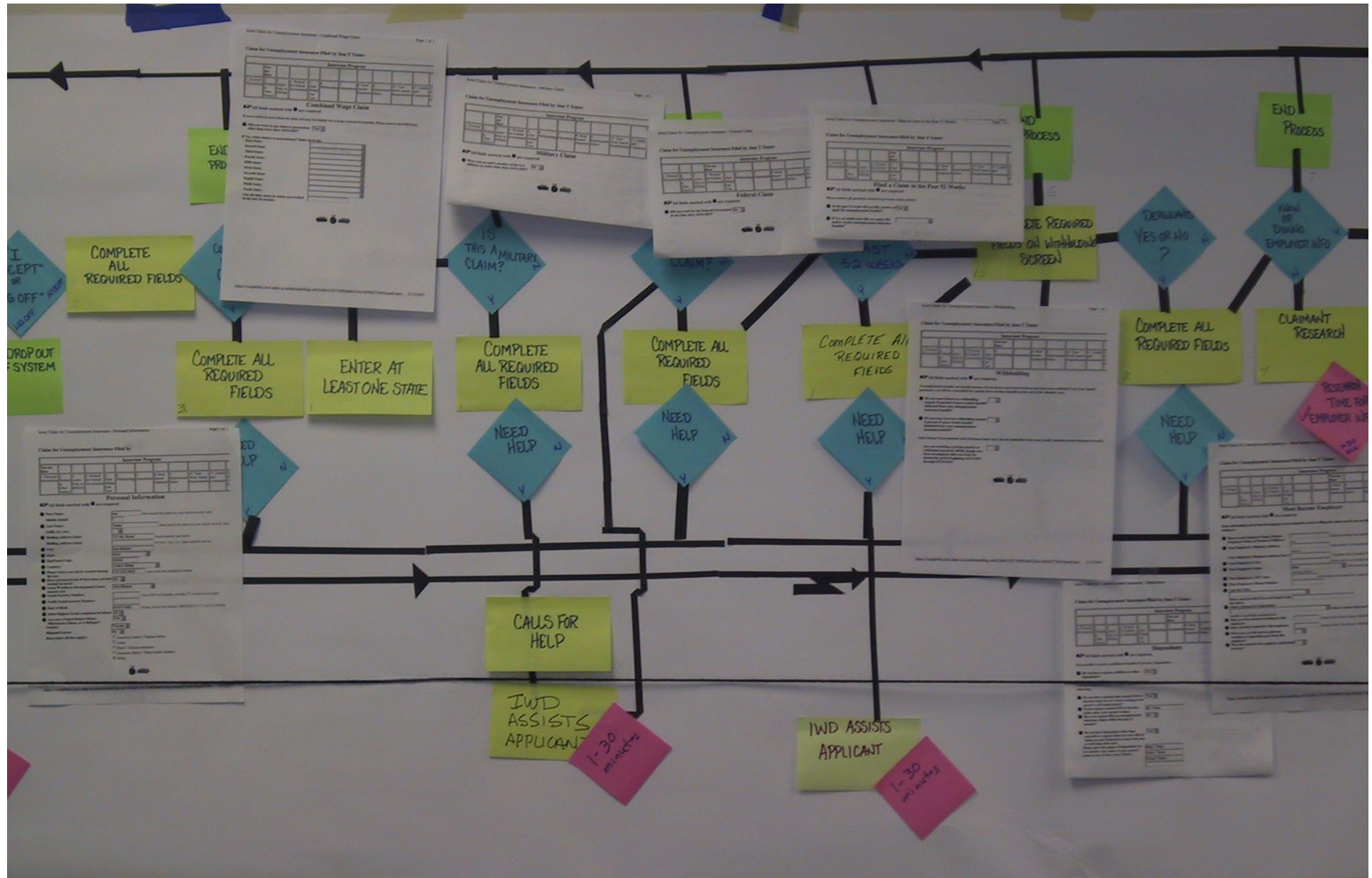
# Background

LeLoie Dutemple

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In an eight month period UI had:

- 104,000 initial claims
- 100% of claims required employee intervention
- 41% of claims filed by web
- 85% of claims were straight Iowa intrastate claims
- 9% of total claims which had to be backdated
- 10% of claims requiring a re-determination
- An average time from filing to determination = 27 hrs, 10 minutes





# Objectives

Connie Dykstra

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- Streamline the monetary determination process.
- Reduce the number of claims submitted with missing or inaccurate information.
- Establish standard process for submitting and processing unemployment claims via the web.
- Minimize the number of hand-offs, delays, and rework in the monetary determination process.
- Simplify the process without impacting legal requirements of the process



# Goals

Connie Dykstra

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- Reduce lead time of the monetary determination process from 20 hours to 10 hours (50%).
- Reduce the percentage of monetary re-determinations by 33%.
- Reduce the number of claims requiring UISC employee intervention by 50%. (Currently, 100% of claims require human intervention)
- Reduce number of re-determinations resulting from backdating of claims by 50%.
- Clarify instructions as to when to file 1<sup>st</sup> continued claim, how to file it, and what income to report.



# Kaizen Methodology

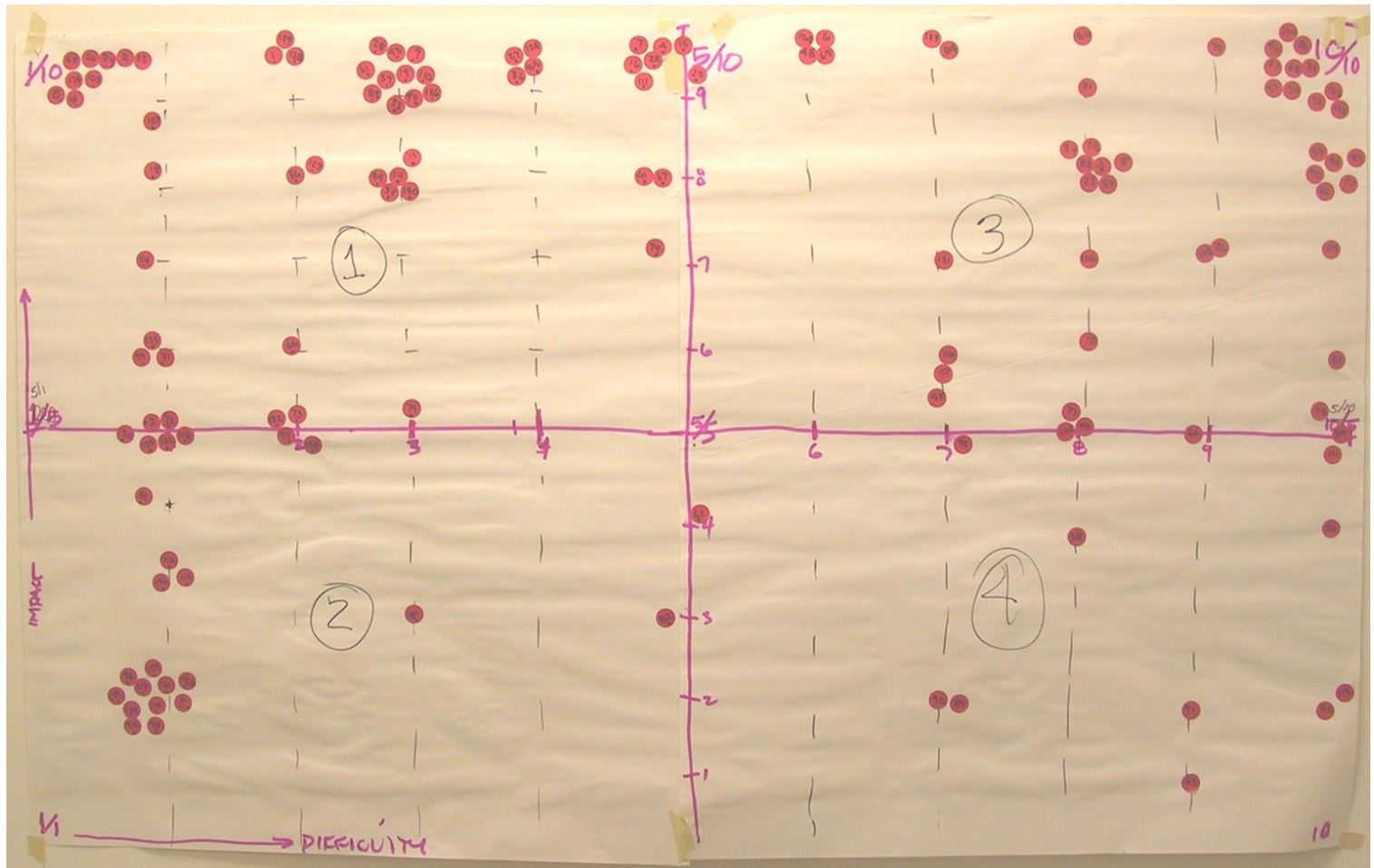
Mike Rohlf

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- Clear objectives
- Team process
- Tight focus on time
- Eliminate waste
- Quick & simple
- Creativity vs. capital
- Immediate results (“quick wins” to add value)
- 5S “mindset” – sort, set order, shine, standardize, sustain -- to support event activities

# Assessed 139 Potential Solutions

Chuks Nwizu



# Homework Continued

Chuks Nwizu

No.	Improve Idea	Impact	Difficulty
2	Provide clearer instructions for who can file on the Internet.	10	1
8	Encourage employers to file UI on behalf of their employees	10	1
13	Before claimant logs on to begin the application ask the question have you worked only in Iowa last 18 mos and if so click here	10	1
20	Add web button for filing a web claim on the IWD home page.	10	1
24	Up front information on what a person needs to file and qualifications for benefits.	10	1
51	Standardize processes and procedures in local offices for claims intake.	10	1
65	Clean up instructions on the website to clarify an email address not required to file a claim online.	10	1
134	Burn continued claim instructions on a cd rom or video and run in a loop in a local office.	10	1
107	Standardize web claim review steps for all UISC staff.	9	1
18	Rewrite reasons for separation definitions to eliminate claimants choosing the wrong reason.	8	1
54	after submitting claim allow them to print FACTs booklet	7	1
71	clarify the account set up info email claim is not submitted	6	1
99	field office send papers directly to image	6	1
133	on paper claim put a station desk number	6	1
3	list web address in phone book	5	1
72	link to set up free email account	5	1
118	modify language on withholding instructions	5	1
122	do you remember user id password? Just have them create new	5	1
130	don't allow two people to work the same claim even if not logged in	5	1

# Homework Continued

Chuks Nwizu

135	instruct claimant to write down user name and password	5	1
86	have system determine office number 3000 or local office	4	1
112	add required ssn of spouse if spouse claimed as dependent	3	1
113	something to tell military federal cwc they will get another monetary	3	1
136	military claim form on first page that needs to be corrected - production	3	1
92	if mark RR give them their options	2	1
93	Remove RR from the application	2	1
96	eliminate one of duplicate certification screens - production	2	1
101	military claim if separation after oc date can't file yet stop process	2	1
109	box for clmt to indicate if dd214 given to LO	2	1
114	military let them know nothing will be done until we get a copy of dd214	2	1
115	clarify instructions for vacation and severance pay	2	1
117	inform Friday filers not to call in cc until Tuesday	2	1
120	have you worked for federal government giving the right base period - 18 months	2	1
137	alien registration number - personal info - don't have their number	2	1
139	database time error - standard vs daylight - production	2	1
1	Make voice response consistent instructions for UI - telephone tree in local offices	10	2
128	Give UISC staff the ability to change a social security number on a claim in the inbox.	10	2
129	Correct the inbox history to show the actual date UISC staff processed the claim. Show the claimant as the creator of the record.	10	2
56	Need additional instructions on the IVR for first time filers on how to set up a PIN for filing their continued claims.	8	2

# Homework Continued

Chuks Nwizu

127	Web claim system needs to allow group code 2 or 6 if claimant indicates they are still working.	8	2
66	get physical and payroll address from claimant - optional	6	2
73	save Facts booklet to disk and provide to claimants	5	2
97	require claimant to assign Onet code	5	2
132	put claimant comments on the top	5	2
138	send reminder of SIDI access	5	2
9	Eliminate the Blue Gorilla pop-up.	10	3
19	Build a new application using Adobe LiveCycle so we get the correct info as the form is being completed by the claimant.	10	3
27	Allow claimants to sign up for direct deposit online.	10	3
28	Send an email to claimant confirming the claim has been received in the UISC but hasn't been processed yet.	10	3
33	Give the claimant an immediate alert when they format something incorrectly.	10	3
36	Speed up debit card system - eliminate mail warrants	10	3
39	claims.	10	3
43	Clarify the weekly call in instructions.	10	3
49	When claimant indicates they are unemployed as a result of a business closing and the closing hasn't been approved by Tax, automatically send a notice to Tax to set up a business closing investigation.	10	3
61	Review and improve the inbox alert system to eliminate some upfront reviewing.	10	3
110	Capture and store an image of the original application so we have a point in time snapshot of what the claimant gave us.	10	3
126	In the inbox view segregate claims marked as a Labor Dispute or Filing for DUA.	10	3



# Parking Lot

Vicki Ramirez

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- 59 of the potential solutions placed in parking lot
- Parking lot items were selected based on degree of difficulty in implementation
- Items will still be addressed

# Parking Lot

Vicki Ramirez

No.	Improve Idea	Impact	Difficulty
6	Auto fill application form other database	10	6
48	Automate transitional claims - notify claimants we are automatically renewing their claim	10	6
69	If taking CC when submitting - need to know gross wages for that week	10	6
104	Multi-lingual on internet	10	6
84	If Claimant manually entering address have real time verification of address	10	7
123	System Auto determine whether new, additional or reopen	10	7
131	Popup alert if last employer Sep Date doesn't match what we have on wage	7	7
10	Auto-fill most of Personal Information	6	7
45	When claimant creates user ID/Password use SSN for ID - (Auto fill other info) when returning	6	7
116	Capture where/How/Method claimants apply	6	7
95	Have claim effective date based on last day of payment	5	7
17	Claimant receive all correspondence electronically	10	8
60	Install card readers for claimant to slide drivers license - IWD picks up info from that	10	8
94	Provide claimant with online way to notify of any changes to address, phone, bank, info, etc	10	8

On this page we want to have a button “File Unemployment Claim”

Brenda Tart

Iowa Workforce Development - Iowa's Employment Security Agency - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://www.iowaworkforce.org/ Go Links

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# Iowa Workforce Development

Iowa's Employment Security Agency  
Smart. Results.

**Iowa Workforce Development - Work With Us®**

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## Online Services

----- Select An Online Service -----

Iowa Workforce Development (IWD) will contribute to Iowa's economic growth by providing quality customer-driven services that support prosperity, productivity, health and safety for Iowans. In conjunction with state and local economic development efforts, IWD also assists businesses to fulfill their workforce needs.

### Iowa's Workforce Development Centers

-- Find Your Nearest Office --

- Search Our Sites
- Iowa Workforce Development
- Labor Services Division
- Unemployment Insurance
- Workers' Compensation
- Workforce Center Administration
- Administrative Services
- News Releases
- Agency Calendars
- IowaJobs Job Bank
- IowaWorks Employer Portal

### Current Iowa Employment Situation

	Mar. 2007	Feb. 2007
LABOR FORCE	1,656,500	1,659,000
UNEMPLOYED	52,500	54,800
RATE (%)	3.2	3.3
EMPLOYMENT	1,604,000	1,604,200

[Current Employment Situation](#)  
[Current and Historical Labor Force Data](#)  
[Local Labor Force Data](#)

- [Job Seekers](#)
- [Businesses and Employers](#)
- [Students](#)
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- [Unemployment Claims Contacts](#)
- [Local Area Web Sites](#)
- [Services for Specific Populations](#)

### Announcements




**Workers Memorial Day Ceremony Honors Iowans Killed In The Workplace**  
- Iowans will gather Friday, April 27, 2007...

**New Printable Minimum Wage Poster (PDF)** - For Iowa's New Minimum Wage Law in effect April 1, 2007.

**Updated Minimum Wage Frequently Asked Questions (PDF)** - Addresses questions about Iowa's New Minimum Wage Law.

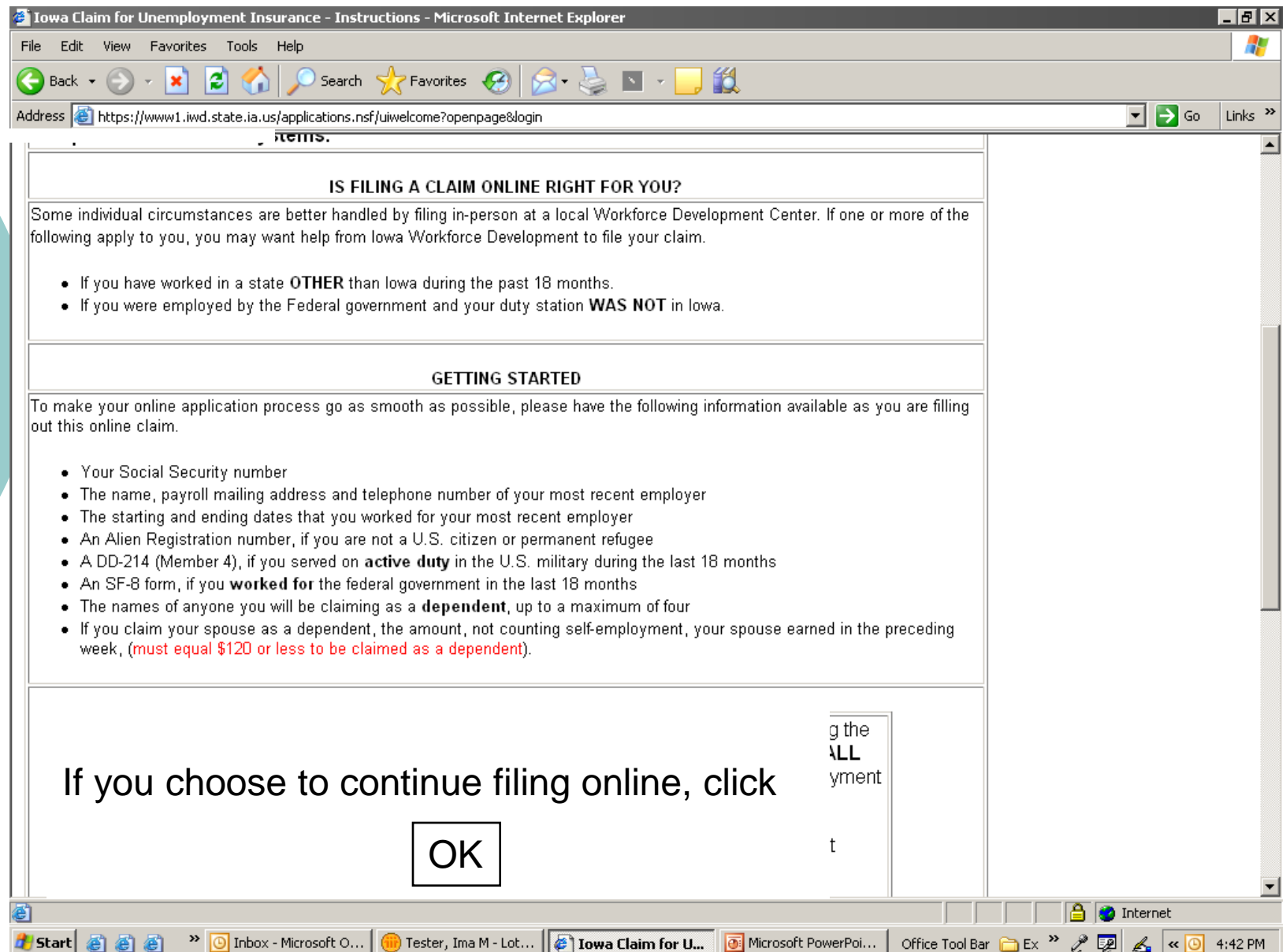
**Add Iowa Workforce Development To Your Favorites**

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Brenda Tart

Iowa Claim for Unemployment Insurance - Instructions - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail Address Book Recent

Address <https://www1.iwd.state.ia.us/applications.nsf/ui/welcome?openpage&login> Go Links >>

## Unemployment Benefits Application

\*This site is secure. Only IWD staff will be able to access the information you provide\*  
By filing today your claim will be filed starting (04/08/07)  
If you are wanting your claim before this date please do not file online and visit your local office.

If you choose to **EXIT** anytime during this process before completing and submitting the application, and receiving a confirmation page, you will be **logged off** and **LOSE ALL INFORMATION** entered thus far and will not have successfully applied for unemployment insurance benefits. (Logging off returns you to the IWD home page.)

For your security, if at anytime during the application process new information is not entered for 30 minutes, the application will automatically time out and you may be prompted to re-enter some information.

Once you have submitted your claim, you will be able to open your information in a "printer friendly" page so you can print the information for your records.

**Attempting to claim and receive unemployment insurance benefits by entering false information can result in the loss of benefits, fines, and other penalties. To demonstrate that you have read the preceding information, and understand and accept these conditions, click "I ACCEPT" to file your claim now. If not, click "LOG OFF" to exit without completing your unemployment insurance application.**

IOWA  
WORKFORCE

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## Brenda Tart

New Iowa Workforce Development Website User Account - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print View Source

Address <https://www1.iwd.state.ia.us/registration.nsf/newie?OpenForm> Go Links

**You must create user account to file claim. Please write user name and password for future use.**

User Name: <b>(Required)</b> <b>This will be the name you use to log in.</b>	<input type="text"/> 6 to 20 characters (letters and numbers only)	<b>Choose your ID</b> You will use this information to log in. Your password is case sensitive, which means you must remember the capitalization used when you create it.
Password: <b>(Required)</b>	<input type="password"/> (Minimum of 6 characters. No spaces.)	
Confirm (Retype) Password: <b>(Required)</b>	<input type="password"/>	
First Name: <b>(Required)</b>	<input type="text"/>	An e-mail address is not required, however, if you have an e-mail address, we will send you a confirmation that your claim has been received.
Middle Initial:	<input type="text"/>	
Last Name: <b>(Required)</b>	<input type="text"/>	
E-Mail Address:	<input type="text"/>	
Confirm E-Mail Address:	<input type="text"/>	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		

Done

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Brenda Tart

If you have worked **only** in Iowa in the last 18 months, [click here](#).

If you have worked in more than one state in the last 18 months, [click here](#).

If you have been in the military in the last 18 months, [click here](#).

If you have been a Federal employee in the last 18 months, [click here](#).

If none of the above apply to you,  
please visit your local Iowa Workforce Development Center



Jill Borgeson

## Weekly Call-In Instructions

### How to claim your UI Benefits each week

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Each week you are unemployed, or working reduced hours\*,  
and want to receive your UI benefit payments you ***must***:

Call on the first Saturday after you have filed your claim between 10:00 AM Saturday and 11:30 PM Sunday, or Monday through Friday between 7:30 AM and 4:59 PM. This call is mandatory if you want to receive UI benefit payments.

(800) 850-5627 (outside the Des Moines area)  
281-6231 (in the Des Moines calling area)

#### **IMPORTANT NOTICE**

When reporting any wages concerning reduced hours, wages must be reported on the week they were earned, not the week they were paid. You must continue to report each week you wish to receive UI benefit payments.

#### **PERSONAL ID NUMBER, (PIN)**

When making your first call to the reporting system you will be asked to create a Personal Identification Number, or PIN. Be sure to select a PIN that will be easy to remember. Select four numbers for your PIN and use the same PIN each time you call. Do not use the same numbers in sequence, (example: 1111 or 1234).



# Work Search Requirements

Jill Borgeson

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- Your work search requirement is waived if you will be called back to your regular employer, as in with a temporary layoff.
- If you are not being recalled, you are required to make two job contacts per week. You must keep a list of your work search activity in case it is requested by Iowa Workforce Development.
- If you are a union member in good standing, you are required to make a weekly contact to your union hall.



# Results/Monetary Determination (30 Days)

Arlene Franks

	Old	New	% Change
# of Steps	188	137	27.1
# of Handoffs	39	23	41.0
# of Loopbacks	21	8	61.9
# Delays	34	26	23.5
# Value Added	50	39	22.0
# of Decisions	100	66	34.0

# Results/Monetary Determination (After EZ Form – 60% of claims)

Arlene Franks

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	Old	New	% Change
# of Steps	188	46	75.5
# of Handoffs	39	15	61.5
# of Loopbacks	21	0	100.0
# Delays	34	8	76.5
# Value Added	50	26	48.0
# of Decisions	100	16	84.0



# Results/Monetary Determination

Jennifer Vogt

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- Potential savings in postage for monetary determinations is \$51,480
- Potential savings in postage for “Facts for Workers” booklet is \$135,720
- Total potential annual savings is \$187,200



# Lessons Learned

Cheri Klyn

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- The number of steps involved in the process is an eye-opener.
- Variation in how processes were performed by different employees and at different locations.
- Variation in instructions provided to claimants at different locations.
- The number of duplicate claims generated and why.
- Number of different systems that are involved in the process but not integrated.



# Lessons Learned

Cheri Klyn

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- Built poor processes into electronic processes.
- Learned that there IS a better way to process claims and reduce defects.
- Surprised by number of claims requiring rework.
- There are multiple ways to process the same information.
- UISC is a huge verification, validation and inspection system.
- Strong leadership is important in Kaizen process.



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# Team Member Experiences

Brenda Tart, Jill Borgeson, Cheri Klyn



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We welcome your  
questions and comments!



“Where there is no standard, there can be no Kaizen.” -- Taiichi Ohno

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## Comments

John Helbling, Alliant Energy